

ADULTS' HEALTH, ADULTS' CARE AND HOUSING OVERVIEW AND SCRUTINY COMMITTEE

WEDNESDAY, 12 SEPTEMBER 2018

PRESENT:- Councillors Maureen Penny (Chair), Claire Crilly, Steph Exell, Brian Ford, Nick Martin, Cathy Martyn, Caryl Sydney-Smith, Rahul Tarar, Julie Wright and Robert Wright.

Apologies for absence were received from Councillors Malcolm Davies and Mary Friend and Rosemary Curtis (Big Breakfast Plus), Kate Moore (Tenant Scrutiny Panel) and Steve Henderson (Equalities Advisory Forum).

12. Declarations of Interest

The Chair reminded Members of the need to declare any known interests in any matters to be considered at the meeting. No declarations were made.

13. Public Question Time

In accordance with Standing Order 28, Ms Samantha Wathen, Chair of “Keep our NHS Public Swindon”, submitted a written question regarding the place of safety in Swindon and its staffing shortages.

The Chair thanked Ms Wathen for her question and advised the Committee that a written response to Ms Wathen’s question would be circulated after the meeting.

Ms Wathen was in attendance and asked supplementary questions regarding the place of safety in Swindon for those in the community with mental health issues. Mr Newlands Anning Operations Manager, Avon and Wiltshire Partnership NHS Trust (AWP), responded at the meeting.

Ms Kate Linnegar, Prospective Parliamentary Candidate for North Swindon, asked a question regarding the engagement with service users on the closure of the 136 facility (place of safety) at Sandalwood Court and asked if she would be able to submit a petition for consideration.

The Chair thanked her for her question and Ms Gill May, Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG), agreed to accept the petition from Ms Linnegar.

14. Minutes

Resolved -That the minutes of the meeting held on 21st June 2018 be confirmed and signed as a correct record.

15. Update on Fire Safety to Residential Blocks of Flats

The Cabinet Member for Housing and Public Safety submitted a report updating the Committee on the management and fire safety improvement works being undertaken on the Council’s residential block of flats. Councillor Cathy

Martyn, Cabinet Member for Housing and Public Safety, presented the report and explained that a range of consultation exercises with residents were being undertaken over the next two months and these included consultation on the proposed replacement of fire doors at David Murray John (DMJ) building, the installation of a fire suppression system at George Hall Court and emergency escape lighting in the Council's medium rise blocks of flats.

Following the presentation of the report, Councillor Cathy Martyn, with the Head of Property Maintenance, responded to members' questions and comments on the following issues:

- The quality and type of fire safety doors being installed at DMJ.
- Procedures being implemented when replacing the fire safety doors at DMJ.
- The processes used to ensure tenants are engaged with where English is not their first language.
- Specialist health and safety training being given to caretakers at the relevant properties.
- Awareness raising work undertaken to ensure all occupants were made aware of evacuation procedures, particularly relating to the use of passenger lifts.
- Safety testing of white goods in Council properties and need to ensure that electrical installation is to current standards so that this is not required.

Resolved - That the report be noted.

16. Performance for Adult Social Care Commissioning

The Director of Adult Social Services submitted a report that provided an update on performance and key issues relating to Adult Social Care commissioning. Councillor Brian Ford, the Cabinet Member for Adults, referred to the Decision Note Paper on the Calming Café in Swindon being submitted for his sign-off. He advised that Section 136 (mental health) provision was important for both commissioners and providers in ensuring that through their collaborative work, patient's range of needs are met.

The Director of Adult Social Services explained that the report had been structured to highlight the strengths and challenges of the work undertaken. The following key issues were drawn to members' attention:

- The budget surplus in light of the challenges faced by the department.
- The reduction in the delayed transfer of care cases.
- Redesigning the learning disability services, focusing on aligning spend with similar funding allocated by similar authorities.
- Addressing the adult safeguarding challenges identified by the safeguarding service audit and performance management exercise recently undertaken.
- Supporting providers of care homes to drive up provision quality.
- The successful reduction of smoking in Swindon that was achieved through a range of strategies.
- The work of the "Front Door" services that prolong people's independence through improving first point of contact /front door services.

- The Reablement Service and Fessey House programme commended in the HSJ (Health Service Journal) 2018 Value Awards for supporting people living independently at home following an episode of care.
- The effective management of admission to residential and nursing care.

Following the introduction of the report, the Director of Adult Services, with the Cabinet Member for Adults responded to members' questions and comments on the following issues:

- The commissioning of mental health services from the AWP and voluntary sector providers.
- The number of disabled people seeking employment.
- Expenditure across learning disability services, particularly for out of borough placements.
- The protocols in place to safeguard individuals.
- Actions undertaken to improve the quality of services provided in care homes.
- Monitoring individuals' quality of life when living independently.
- The reduction in the number of referrals received by the safeguarding team.
- Addressing obesity and how the "Beat the Street" initiative helps the whole community by promoting walking, cycling and running for the entire family.
- Data on smoking provided by Public Health England.

Resolved – (1) That the report be noted.

(2) That the Corporate Director Adult Social Services and Health be requested to circulate information to the Committee regarding the national Quality of Life survey, before the next meeting of the Committee.

(3) That the Corporate Director Adult Social Services and Health be requested to circulate to the Committee the Adult's Annual Complaints & Compliments Report before the next meeting of the Committee.

(4) That the Director of Health arrange the attendance of a representative from the voluntary sector at the next meeting of the Committee in order for them to discuss joint working with the Council.

(5) That the Executive Nurse of Swindon CCG be requested to include information on the "Calming Café" in her next performance report to the Committee.

17. Great Western Hospital NHS Foundation Trust Update

Mr Kevin McNamara, Director of Strategy, Great Western Hospital (GWH) NHS Foundation Trust, submitted a report providing the Committee with a performance update and a summary of the following key issues in relation to the planning and provision of health and social care services provided by the hospital. Issues reported on by Mr McNamara included:

- Maintaining consistently good performance against the rising demand for services in the Emergency Department.
- Quarter 1 waiting target achieved for all cancers.
- The use of an independent provider to reduce the waiting list backlog for the Ophthalmology Department.
- Radiology and endoscopy diagnostic tests completed within timescales.

- Performance and procedures for stroke patients.
- Discharge medicine from the Pharmacy now has a reduced turnaround time.
- The work being undertaken by Neonatal Consultant, Dr Sarah Bates, on Maternity and neo-natal safety.
- The appointment of a new Deputy Chief Nurse for the Trust.
- The Staff Excellence Awards held at the Swindon's Steam Museum in tribute to all staff who go above and beyond every day for patients' needs.

Following his introduction of the report, Mr McNamara, together with Councillor Brian Ford, the Cabinet Member for Adults, and the Director of Public Health responded to members' questions and comments on the following issues:

- Correlation between the reduction in primary care provision and the increase in number of patients attending the Emergency Department.
- Measuring turnaround time for ambulances after they discharge patients at the Emergency Department.
- The turnaround time for patients waiting in the Emergency Department and the targets set by the Trust.
- The cost of using external providers for the Ophthalmology Department.
- The measures being undertaken to combat sepsis and how information is rolled out to the primary care.

Resolved – (1) That the report be noted.

2) That the Director of Strategy, Great Western Hospital (GWH) NHS Foundation Trust be requested to provide updates in his next report regarding:

- a) sepsis
- b) staffing levels at GWH.

18. Avon and Wiltshire Partnership NHS Trust Update

The Committee received a report by the Clinical Lead, Avon and Wiltshire NHS Partnership Trust (AWP), that highlighted the achievements of the organisation and provided a summary of the challenges it was facing. Mr Newlands Anning, Managing Director, Avon and Wiltshire NHS Partnership Trust (AWP), presented the report and drew the following key issues to member's attention:

- The implementation of the trust wide financial improvement plan.
- The recruitment drive being undertaken for Band 5/6 nurses.
- The reduction in the number of delayed transfer of care cases.
- The initial feedback received from the Care Quality Commission inspection undertaken in September 2018.
- Results of the staff survey.
- The Acute Community Unit who were helping patients to receive home treatment and facilitate an early discharge from acute wards.
- The establishment of the Adult Resource Centre where educational/ learning groups and activities were operational.
- How the Local Acute Care Pathway had minimised out of borough placements for Swindon residents.
- The work of the Swindon Recovery Team being positively identified for its high levels of quality service by the Royal College of Psychiatrists' Combined Committee.

- The success of the Swindon LIFT Psychology team which offers a wide range of support, from psycho-educational courses to one-to-one intervention, depending on individual needs.

Following the introduction of the report, Mr Anning responded to members' questions and comments on the following issues:

- Placement of patients out of borough if it was imperative for their care.
- Staffing levels in Sandalwood Court, Devizes.
- Housing made available for key workers at Sandalwood Court.
- Description of the types of facilities available for mental health patients.
- Target times for assessing Section 136 patients.

Resolved – (1) That the report be noted.

(2) That the Managing Director, Avon and Wiltshire NHS Partnership Trust (AWP) and the Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG) be requested to submit a joint report on mental health services in Swindon at the next meeting of the Committee.

(3) That the Managing Director, Avon and Wiltshire NHS Partnership Trust (AWP) be requested to circulate information on the number and location of the out of borough placements before the next meeting of the Committee.

(4) That the Managing Director, Avon and Wiltshire NHS Partnership Trust (AWP) be requested to submit an evaluation of the Acute Community Unit Service at the Committees' meeting in January 2019.

19. Clinical Commissioning Group Update

Ms Gill May, Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG), presented a report providing the Committee with a performance update and a summary of key issues in relation to the planning and provision of health and social care services within the Borough. Ms Ruth Atkins, Head of Communications & Engagement at NHS Swindon Clinical Commissioning Group (CCG), updated the Committee on the results of the CCG's 360 Stakeholder Survey stating that there were a few areas where the CCG did not perform as well as previous years. Ms May and Ms Atkins also drew the following key issues to member's attention:

- The need to improve engagement with hard to reach groups.
- NHS England's authorisation of the temporary consolidation of two of three HBPoS Suites in Swindon and Salisbury to a third site in Devizes in Wiltshire for 12 months to provide an opportunity to address the CQC improvement requirements particularly around assessment times and to meet the requirements of The Policing and Crime Act 2017.
- The launch of a 12 week consultation process across the BANES, Swindon and Wiltshire areas regarding the Maternity Transformation Plan.
- The merger of Eldene Health Centre with Victoria Cross Surgery and the closure of Nythe Branch Surgery.

Following the introduction of the report, Ms May and Mr Kevin McNamara, Director of Strategy, Great Western Hospital (GWH) NHS Foundation Trust, responded to members' questions and comments on the following issues:

- The issues raised by the Sub Group of Adult Health and Adult Social

Care and Housing Overview & Scrutiny regarding scrutinising of SCCG Governing Body Performance Report submitted to the Committee's meeting May 2018 (attached to minutes at Appendix 1).

- Doctors working within the NHS, under an Independent Management Group, to support practices in Swindon.
- The process of requesting an appointment to see a doctor at the surgery.
- The range of bodies scrutinising the work of the CCG and the Great Western Hospital Trust.

Resolved – (1) That the report be noted.

(2) That the , Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG), be requested to circulate to the Committee a response to the points raised by the Sub Group of Adult Health and Adult Social Care and Housing Overview and Scrutiny before the next meeting of the Committee.

20.

Work Programme

The Committee considered a report by the Director of Law and Democratic Services on the results of the work programme consultation and the suggested priorities for the work for the Municipal Year, 2018/19. The Committee reviewed the work programme for the current Municipal year and requested that the Work programmer for the Municipal year 2019/20 include reports identifying the causes of self-harming and male suicides and recommendations on how these issues can be tackled.

Resolved – (1) That the report be noted.

(2) That the Chair to liaise with the Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG), regarding the Healthwatch Swindon's inspection visit of the new NHS town centre facility, to see if the two Practices can liaise with the facilities management of the building.